

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - GSM

Report for quarter ending : Dec'15

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing													Response time to the customer for assistance				Termination / closure of service			
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints		No. of billing/post paid and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit validity complaints (pre paid) resolved in favour of the customer during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Benchmarks																					
	≤ 0.1%			≤ 0.1%			98% within 4 weeks	100% within 6 weeks					100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Andhra Pradesh	0.00%	451252	0	0.00%	8	5638758	100.00%	100.00%	8	8	8	0	100.00%	99.34%	764889	759836	94.93%	100.00%	3250	3250	100.00%
Bihar	0.00%	32468	0	0.00%	4	1695255	100.00%	100.00%	4	4	4	0	100.00%	95.10%	302909	288071	97.26%	100.00%	587	587	100.00%
Gujarat	0.00%	183138	6	0.00%	0	3285067	83.33%	100.00%	5	6	6	0	100.00%	99.18%	572805	568092	94.58%	100.00%	2962	2962	100.00%
Himachal Pradesh	0.00%	12472	1	0.00%	0	46968	100.00%	100.00%	1	1	1	0	100.00%	99.28%	12039	11954	99.77%	100.00%	187	187	100.00%
Haryana	0.00%	189157	0	0.00%	0	3064038	100.00%	100.00%	0	0	0	0	100.00%	99.06%	773076	765841	97.23%	100.00%	1544	1544	100.00%
Kolkata	0.00%	150082	0	0.00%	1	2896616	100.00%	100.00%	1	1	1	0	100.00%	99.15%	508512	504196	93.68%	100.00%	3967	3967	100.00%
Kerala	0.00%	141594	4	0.00%	2	1741670	100.00%	100.00%	6	6	6	0	100.00%	98.82%	349189	345073	95.79%	100.00%	1910	1910	100.00%
Karnataka	0.00%	632399	2	0.00%	3	7994736	100.00%	100.00%	5	5	5	0	100.00%	99.48%	1793733	1784329	93.76%	100.00%	3563	3563	100.00%
Maharashtra	0.00%	401572	6	0.00%	0	5180470	100.00%	100.00%	6	6	6	0	100.00%	98.37%	926086	911027	96.94%	100.00%	3139	3139	100.00%
Madhya Pradesh	0.00%	136685	10	0.00%	0	5378092	100.00%	100.00%	10	10	10	0	100.00%	97.23%	1051864	1022764	97.10%	100.00%	1600	1600	100.00%
Mumbai	0.00%	320438	14	0.00%	2	2748526	100.00%	100.00%	16	16	16	0	100.00%	98.03%	491263	481590	96.90%	100.00%	3779	3779	100.00%
Orissa	0.00%	47871	0	0.00%	0	2717004	100.00%	100.00%	0	0	0	0	100.00%	95.92%	421017	403835	98.33%	100.00%	1047	1047	100.00%
Punjab	0.00%	255386	0	0.00%	0	2799317	100.00%	100.00%	0	0	0	0	100.00%	99.27%	618022	613535	95.06%	100.00%	3263	3263	100.00%
Rajasthan	0.00%	0	0	0.00%	1	717743	100.00%	100.00%	1	1	1	0	100.00%	98.56%	89710	88415	98.34%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	430719	0	0.00%	3	6812806	100.00%	100.00%	3	3	3	0	100.00%	99.48%	1005798	1000588	84.15%	100.00%	3903	3903	100.00%
UPE	0.00%	82356	0	0.00%	0	5029641	100.00%	100.00%	0	0	0	0	100.00%	97.51%	706406	688826	89.80%	100.00%	878	878	100.00%
UPW	0.00%	128111	0	0.00%	1	4015092	100.00%	100.00%	1	1	1	0	100.00%	99.27%	514144	510375	95.19%	100.00%	1446	1446	100.00%
West Bengal	0.00%	0	0	0.00%	0	608248	100.00%	100.00%	0	0	0	0	100.00%	96.41%	82366	79405	98.81%	100.00%	0	0	100.00%

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care  
2. Post Pay services discontinued in Rajasthan and west Bengal

\* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned. □

Format No. TRAI/QoS/CMTS/3-PMR  
 Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - CDMA

Report for quarter ending : Dec'15  
 Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited  
 Name of Regulation: The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing													Response time to the customer for assistance				Termination / closure of service			
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints	No. of billing/(post paid) and charging, credit/ validity complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit, validity complaints (pre paid) resolved in favour of the customer during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service completed within 7 days	Total No. of requests for Termination / Closure of service resolved during the quarter	No. of requests for Termination / Closure of service completed within 7 days during the quarter	Time taken for refund of deposits after closures	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Benchmarks																					
	≤ 0.1%			≤ 0.1%			98% within 4 weeks	100% within 6 weeks					100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Andhra Pradesh	0.00%	178724	0	0.00%	1	921250	100.00%	100.00%	1	1	1	0	100.00%	98.68%	81843	80761	99.36%	100.00%	2415	2415	99.92%
Bihar	0.01%	26441	2	0.00%	0	399536	50.00%	50.00%	1	2	2	0	100.00%	97.12%	47051	45696	99.57%	100.00%	323	323	100.00%
Delhi	0.00%	354520	1	0.00%	0	2538276	100.00%	100.00%	1	1	1	0	100.00%	99.26%	248986.74	247147.26	96.44%	100.00%	4276	4276	100.00%
Gujarat	0.01%	40088	3	0.00%	0	243556	100.00%	100.00%	3	3	3	0	100.00%	97.86%	38323	37501	99.74%	100.00%	1181	1181	100.00%
Himachal Pradesh	0.00%	11756	0	0.00%	0	33819	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.95%	100.00%	181	181	100.00%
Haryana	0.00%	49219	0	0.00%	0	336558	100.00%	100.00%	0	0	0	0	100.00%	97.34%	26025	25332	99.81%	100.00%	579	579	100.00%
Kolkata	0.00%	31794	1	0.00%	0	205264	100.00%	100.00%	1	1	1	0	100.00%	99.35%	34562	34336	98.57%	100.00%	883	883	100.00%
Kerala	0.00%	16555	0	0.00%	0	97846	100.00%	100.00%	0	0	0	0	100.00%	99.03%	13731	13598	92.53%	100.00%	738	738	100.00%
Karnataka	0.00%	23834	0	0.00%	0	113873	100.00%	100.00%	0	0	0	0	100.00%	99.46%	73689	73292	99.11%	100.00%	756	756	100.00%
Maharashtra	0.00%	60193	0	0.00%	0	1428308	100.00%	100.00%	0	0	0	0	100.00%	99.60%	119610	119135	98.91%	100.00%	1395	1395	100.00%
Madhya Pradesh	0.00%	16649	3	0.00%	0	207737	100.00%	100.00%	3	3	3	0	100.00%	97.88%	33038	32337	99.48%	100.00%	459	459	100.00%
Mumbai	0.00%	80958	3	0.00%	0	660821	100.00%	100.00%	3	3	3	0	100.00%	99.37%	92491	91912	99.37%	100.00%	2363	2363	100.00%
Orissa	0.00%	9908	0	0.00%	0	135754	100.00%	100.00%	0	0	0	0	100.00%	99.59%	15786	15722	99.73%	100.00%	210	210	100.00%
Punjab	0.00%	54973	0	0.00%	0	281400	100.00%	100.00%	0	0	0	0	100.00%	99.53%	27795	27665	99.66%	100.00%	801	801	100.00%
Rajasthan	0.00%	94680	1	0.00%	0	531097	100.00%	100.00%	1	1	1	0	100.00%	97.49%	39794	38796	99.64%	100.00%	1026	1026	100.00%
Tamil Nadu	0.00%	21943	0	0.00%	0	81715	100.00%	100.00%	0	0	0	0	100.00%	88.71%	25921	22995	81.26%	100.00%	911	911	100.00%
UP	0.00%	13887	0	0.00%	0	228653	100.00%	100.00%	0	0	0	0	100.00%	95.31%	330501	314988	99.82%	100.00%	245	245	100.00%
UPW	0.00%	42782	0	0.00%	0	400378	100.00%	100.00%	0	0	0	0	100.00%	98.07%	271494	266267	99.69%	100.00%	448	448	100.00%
West Bengal	0.00%	0	0	0.00%	0	61874	100.00%	100.00%	0	0	0	0	100.00%	99.12%	5942	5890	99.41%	100.00%	0	0	100.00%

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care  
 2) Not offering services in Assam, Jammu & Kashmir and North East Service areas.  
 3) Post Pay Services not being offered in West Bengal

\* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned.

Format No. TRAI/QoS/CMTS/3-PMR

**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - 3G**

Report for quarter ending : Dec'15

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Regulation: The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing											Response time to the customer for assistance				Termination / closure of service					
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Benchmarks																					
	≤ 0.1%			≤ 0.1%			100% within 4 weeks					100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days	
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Gujarat	0.00%	19026	0	0.00%	0	35016	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Haryana	0.03%	14039	4	0.01%	1	19972	100.00%	5	5	5	0	100.00%	-	-	-	-	-	-	-	-	
Karnataka	0.00%	42286	2	0.00%	1	66746	100.00%	3	3	3	0	100.00%	-	-	-	-	-	-	-	-	
Kerala	0.00%	11814	0	0.00%	0	3234	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Madhya Pradesh	0.01%	22945	3	0.00%	1	61543	100.00%	4	4	4	0	100.00%	-	-	-	-	-	-	-	-	
Maharashtra	0.01%	79005	4	0.01%	2	15342	100.00%	6	6	6	0	100.00%	-	-	-	-	-	-	-	-	
Punjab	0.02%	15461	3	0.00%	1	25715	100.00%	4	4	4	0	100.00%	-	-	-	-	-	-	-	-	
UPW	0.00%	13235	0	0.00%	0	21364	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

\* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned.